Medella Health

Flowpresso Returns Policy

1. Introduction

This policy is issued by Medella Health USA Inc and Medella Health Limited (together, the Medella Group of companies, referred to in this policy as "Medella Health", "we" or "us").

Medella Health strives to provide customers with high-quality products and exceptional service. If for any reason you are not completely satisfied with your Flowpresso suit purchase, we offer a straightforward returns policy.

This policy applies to Flowpresso suits purchased directly from any Medella Group company, wherever you are located. It is displayed on our website. Nothing in this policy excludes, restricts or modifies any rights you have under the consumer laws of your country, state or region. Where those laws give you greater rights than this policy, those rights apply (see section 7).

2. Returns

2.1. Flowpresso will be accepted by Medella Health for credit, exchange or repair, at Medella Health's discretion, within 30 days from the date of shipment.

2.2. To be eligible for a refund or credit, the Flowpresso must be in its original condition, unused, and in the same packaging as received, with all accessories, manuals and tags included.

2.3. Returns must be initiated within 30 days from the date of shipment. Returns requested after this period will not be accepted, except for faulty products as set out in section 3.

2.4. Unless the return is due to a defect in the product or an error on Medella Health's part, you are responsible for the original delivery costs and the cost of return shipping.

2.5. All change-of-mind returns are subject to a restocking fee, deducted from the refund or credit: 15% of the purchase price if the packaging is unopened and sealed, or 25% if the packaging has been opened but the product is unused. No restocking fee applies to faulty products, to returns caused by an error on Medella Health's part, or where a restocking fee is not permitted by local law (see section 7).

2.6. All returns must follow the return process set out in section 4. Returns sent without prior authorisation may be refused.

2.7. For hygiene reasons, a Flowpresso that has been used cannot be returned for change of mind. This does not affect returns of faulty products under section 3.

3. Faulty Products

3.1. If your Flowpresso is faulty, damaged on arrival, or not as described, contact us as soon as possible after you notice the problem.

© Medella Health USA Inc. 2026

3.2. Medella Health will assess the product and depending on the nature of the fault, repair it, replace it, or provide a refund, in line with any applicable product warranty and your rights under applicable consumer law.

3.3. If you are returning a product that is defective or was shipped in error, we apologise for the inconvenience. Medella Health will email you a return label, schedule a pickup, or reimburse your return shipping charges, whichever is most convenient for you. No restocking fee will apply.

3.4. The 30-day return period in section 2 does not limit your rights in respect of faulty products.

3.5. Damage caused by misuse, accident, unauthorised modification, or failure to follow the product instructions is not treated as a fault.

3.6. Nothing in this policy excludes or limits any implied warranty, including the implied warranties of merchantability and fitness for a particular purpose, or any statutory consumer guarantee, to the extent such warranties or guarantees apply under applicable law.

4. How to Return a Product

4.1 Contact Medella Health by emailing us at sales@flowpressousa.com within 30 days of the shipment date with:

- Your name
- Clinic name
- Postal address
- Contact phone number
- Flowpresso serial number
- Proof of purchase
- Reason for the return (if a product fault, please include a video demonstrating the fault)

4.2 We will confirm whether the return is approved and send you a Return Authorisation and return instructions.

4.3 Pack the Flowpresso securely in its original packaging, including all accessories, and mark the parcel with your Return Authorisation number.

4.4 Unless Medella Health has provided a return label or pickup (see 3.3), arrange shipment back to the Medella Health warehouse named in your return instructions. You may use UPS, FedEx or any other ground parcel carrier. Use a traceable service, as Medella Health is not responsible for items lost in transit on change-of-mind returns.

4.5 Once received, we will inspect the product and confirm the outcome (credit, exchange, repair or refund).

© Medella Health USA Inc. 2026

5. Unauthorized and Refused Returns

5.1. Returns sent without a Return Authorisation will not be credited. If an unauthorized return must be redirected to the appropriate warehouse, you will be charged the associated shipping fees.

5.2. Orders refused on delivery without prior approval may not be refunded or may be subject to a restocking fee of up to 35% of the purchase price. You will be responsible for any new shipping fees.

5.3. For international orders shipped by UPS or FedEx, no refund will be given for orders refused because duty and tax fees were not paid.

6. Refunds, Credits and Contacts

6.1. Refunds are processed once the returned product has been received and inspected. Approved refunds, including any sales tax, VAT or GST paid, are issued less any applicable restocking fee and original shipping charges:

- **Credit card or PayPal:** credited back to your account within up to 10 business days.
- **Check or money order:** allow 2–4 weeks to receive your refund check.

6.2. Credits are applied to your Medella Health account, may be used towards future purchases, and must be used within 1 year of the issue date.

6.3. Exchanges are subject to stock availability. Any price difference will be charged or refunded.

6.4. For returns or questions about this policy, contact Medella Health:

- Email: sales@flowpressousa.com

7. Your rights under local consumer law

7.1. Medella Health sells to customers in many countries. If you are a consumer, the consumer protection laws of the country, state or region where you live may give you rights that cannot be excluded or limited by agreement. Those rights apply in addition to this policy, and if any term of this policy conflicts with them, the law prevails.

7.2. Depending on where you live, these rights may include:

- **European Union, EEA and United Kingdom:** the right to cancel an online purchase within 14 days of delivery without giving a reason, by telling us by email; a refund of the purchase price and standard delivery charge within 14 days of us receiving the goods back (or proof that you have sent them); and no restocking fee. We may reduce the refund only for any loss in value caused by handling the Flowpresso beyond what is needed to check it.
- **Australia:** consumer guarantees under the Australian Consumer Law.
- **New Zealand:** consumer guarantees under the Consumer Guarantees Act 1993.

© Medella Health USA Inc. 2026

- **United States:** rights under federal and state law, including implied warranties and state refund-disclosure laws.
- **Other countries:** any equivalent consumer rights provided by local law.

7.3. For faulty products, your local law may entitle you to a repair, replacement or refund without a restocking fee and at no shipping cost to you, regardless of the time limits in section 2.

7.4. Where this policy and local law differ, we will apply whichever gives you the greater protection.

Medella Health may update this policy from time to time. The version in effect on your purchase date applies to your order.

Last Updated: 2 November 2026

© Medella Health USA Inc. 2026